

STANDARD OPERATING PROCEDURE

How to stop Amazon DSP overtime, before payroll.

Five steps that catch a late route while it can still recover, keep late finishes on record and give next week's shifts to the drivers who finish on time.

PORTALS	Dispatch, Scorecard, Scheduling
ROLES	Dispatcher, Manager, Owner
HOW OFTEN	Through the day, As it happens, As needed, Daily, Weekly
PAGES USED	On Road, Setup, Standards, Events, Auto Schedule, Schedule
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READ ONLINE	ultimatedsp.com/knowledge/stop-overtime-early

What this SOP fixes

- You find out a driver is behind only when they call for a rescue.
- Drivers cannot see whether they are on pace, so they do not speed up or ask for help.
- Late finishes turn into overtime, and it shows up at payroll when nothing can change it.
- The same drivers finish late week after week.
- Late drivers keep getting the same shifts, so the pattern repeats.

How to use it: read sections 1 to 6 once. Then run section 7 on the rhythm in section 6, and print the checklists in section 11 for the wall.

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1. Purpose and scope

This SOP stops overtime before it reaches payroll. It catches a late route while the driver can still recover, keeps rescues for routes that really need one, puts every late finish the driver controlled on record, and gives next week's shifts to the drivers who finish on time.

It is written for the dispatcher who runs the On Road board, the manager who owns the standards and the schedule, and the owner who reads the result. Ultimate DSP does not calculate overtime: the hours come from your payroll system. This SOP works on the causes, before the hours are worked.

This SOP covers

- Route status texts at fixed times through the shift.
- Behind check-ins and the call that follows.
- Rescues sent only after a check-in.
- Logging late finishes against your own standard.
- Next week's draft, ranked by score, with the hours cap on.

It does not cover

- Missed punches and skipped lunches. That is the SOP Overtime and compliance.

- Paying overtime correctly, which is your payroll provider's job.
- Daily profit and overtime share. That is the SOP Increase profitability.

2. Why this matters

Most overtime is not planned. It builds up one late route at a time, and nobody sees it until the timecards are added up. Five habits cause it:

THE PROBLEM	WHAT IT COSTS YOU
You find out a driver is behind only when they need a rescue	The chance to recover is gone, and the only fix left puts two drivers on one route.
Drivers cannot see whether they are on pace	They keep the same pace all afternoon and finish late without meaning to.
Late finishes turn into overtime at payroll	The cost is found when the timecards are added up, after it is already paid.
The same drivers finish late every week	Overtime becomes a habit that repeats every pay period.
Late drivers keep getting scheduled	The schedule itself plans next week's overtime.

3. What good looks like

- Every driver on the road gets a status text at set times through the shift.
- A driver who falls behind hears from dispatch as soon as the board shows it, not at the end of the day.
- Rescues go out only after a check-in and a call.
- Every late finish the driver controlled is on record, with the cause.
- Next week's shifts go to the drivers who finish on time, inside the hours cap.
- Overtime at payroll holds no surprises, because the late days were seen and handled.
- Rescues are sent for routes that truly cannot finish, not by habit.
- Drivers expect the status text and act on it.

4. Roles and responsibilities

ROLE	WHAT THEY OWN IN THIS SOP
Dispatcher (Operations)	Imports itineraries, sends status texts and check-ins, calls behind drivers, sends and closes rescues and logs late finishes.

ROLE	WHAT THEY OWN IN THIS SOP
Manager	Owns the late-finish standard and the text templates, runs Auto Schedule and voids events logged by mistake.
Owner	Sets the hours cap and the rule that rescues come after check-ins, and reviews late finishes every week.
Sub Admin	Has the same rights as the Owner and the Manager on these pages.
Finance	Takes no part in the daily steps, and reads overtime from payroll.

5. Before you start

Set these up once. Every step below assumes they are in place.

TASK
☐ Connect a DSP phone line for texts in Admin, Connections, and make sure every driver has a phone number on their record.
☐ Check the Route Status and Behind Check-In templates in Dispatch, Setup, and send a test to yourself.
☐ Save an import preset for the itineraries file the first time you import it.
☐ Create a late-finish standard with a coaching module paired and Auto Coach on.
☐ Set the hours cap in Auto Schedule: Rolling window and Max hours in window.
☐ Set up the shift templates and the needs in Auto Schedule.

6. The rhythm

When each part of the procedure happens, who does it and on which page.

WHEN	WHAT	WHO	WHERE
Fixed times each shift	Import itineraries and send status to every driver on the road	Dispatcher	On Road
As soon as a route falls behind	Import, filter Behind and Late RTS, send the check-in and call	Dispatcher	On Road
As needed	Rescue only after the check-in and a call, and close it when done	Dispatcher	On Road

WHEN	WHAT	WHO	WHERE
Every day	Log the late finishes the driver controlled as events	Dispatcher or Manager	Events
Every week	Run Auto Schedule ranked by score, with the hours cap on	Manager or Dispatcher	Auto Schedule
Every week	Review late finishes and rescues with the owner	Owner and Manager	Events, On Road

7. The procedure, step by step

Five steps: three on the On Road board during the shift, one in the office every day and one when you build next week. Each step names who does it, how often and the page it runs on.

1 Send Route status to every driver on the road

Through the day

Where Dispatch · On Road **Who** Dispatcher

WHY THIS STEP MATTERS

A driver who is behind at midday can still recover. The same driver late in the afternoon cannot, and the extra hour lands on the timecard as overtime. Ultimate DSP never sends these texts on its own, so a status text at fixed points in the shift is the earliest warning you can give, and it only happens if someone presses send.

HOW TO DO IT

1. Pick fixed send times for every shift, for example mid-morning, early afternoon and mid-afternoon.
2. Open Dispatch, then **On Road**. The date is shared with Load Out.
3. Click **Import Itineraries**, pick the saved preset and click **Run Import**. Always import right before you send, because the texts carry the numbers from the last import.
4. Clear any status chip and any selected rows, so the send goes to the whole board.
5. Click **Send Status** in the board header. Hover it first to see who will receive it.
6. To text one driver only, use the send icon on that driver's row.

WHAT TO CHECK

- Drivers marked **Behind** or **Late RTS** received the Behind Check-In, and everyone else received Route Status.
- No row's send icon is faint because of a missing phone number.
- The import time under LAST UPDATE is from just before the send.

Done when: The toast confirms the texts went out, and each row's send icon is filled in with the time it was sent.

IF SOMETHING IS WRONG

- The toast says nobody is sendable: every row is done, waved off or has no phone.
- A row's send icon is faint with the hover No phone on file: add the driver's phone number on their record.
- A grey Msgs toggle means the row is waved off, so the header send skips it today. Use the row's own send icon if the driver still needs the text.
- Progress reads not imported yet: nobody can show as late before the first import. Import the itineraries file.

KEEP A RECORD

Every text is logged on the driver's timeline in Inbox, with the time it was sent.

2

Send a Behind check-in the moment a route falls behind

As it happens

Where Dispatch · On Road **Who** Dispatcher

WHY THIS STEP MATTERS

The warning sits on the board until someone acts on it. A check-in sent as soon as a route falls behind gives the driver the rest of the afternoon to recover, and gives you the reason while it can still be fixed.

HOW TO DO IT

1. Click **Import Itineraries** again, so pace and projected return are current.
2. Click the **Behind** chip under STATUS. The board shows only the drivers behind pace.
3. With no rows selected, click **Send Status**. Behind rows get the Behind Check-In text.
4. Do the same with the **Late RTS** chip, for drivers who will not be back by their planned return time.
5. Call each driver from the row's call icon. Check the last stop, the stop order and anything slowing them down.
6. Add a note on the row with the reason you found.

WHAT TO CHECK

- The RTS column shows each driver's planned and projected return, with the minutes late.
- Each check-in shows as sent on its row.
- You know the reason for every behind route: the load, the stop order, the area or the driver.

Done when: Every driver under Behind and Late RTS has a check-in sent, and you have spoken to each of them or tried to.

IF SOMETHING IS WRONG

- A row reads **No Data** with Not In File: the driver is missing from the latest file. Call them, and check the route code on Load Out.
- An amber Unmatched File Rows chip shows: rows in the file matched no route on the board. Nothing was created, so check the route codes.
- A wrong van warning shows: the driver is not in the van they were assigned. Sort it out before it causes a second problem.
- A row can turn red between imports but never green. Import again before you decide a driver is still behind.

KEEP A RECORD

The check-in text is logged on the driver's Inbox timeline, and your note stays on the row for the day.

3

Send a rescue only after the Behind check-in

As needed

Where Dispatch · On Road **Who** Dispatcher

WHY THIS STEP MATTERS

Every rescue puts two drivers on one route, and the rescuer's day gets longer too, which pushes your strongest drivers toward overtime. A check-in and a call first often solve the problem without a rescue at all. Ultimate DSP does not block an early rescue, so the order is your rule.

HOW TO DO IT

1. On the behind driver's row, hover the send icon and confirm it shows the check-in as sent, with a time.
2. Call the driver from the row's call icon if you have not already.
3. Click **Rescue** on the row. **Rescuing** and **Meet Point** fill in from the driver's route and next stop.
4. Pick the **Rescuer**. Drivers who are done are listed first, then standby, then drivers still on the road.
5. Add **Totes** if you know them, or tick **Rescue on pad** for a hand-off at the station.
6. Click **Save And Send Meet-Up**. Both drivers get a text naming the other driver, with their phone number.
7. When the rescue is over, click **Close** on the rescue row.

WHAT TO CHECK

- The rescuer has finished their own route or is on standby, whenever possible.
- The rescuer is not a brand-new driver.
- The rescue row reads Rescue, with the route it is helping.

Done when: The rescue shows under Rescue Out, the route's Rescue button is green, and the rescue is waiting on Work Summary to be marked paid or unpaid.

IF SOMETHING IS WRONG

- The dialog warns that the rescuer still has stops on their own route: their day gets longer too. Pick someone else if you can.
- The Rescuing list shows a rescue already out for this driver: check the first rescue before you send a second.
- A warning says the rescuer has no van: sort out the vehicle before you send the meet-up.
- The save buttons stay faint: pick the driver or route being rescued first.

KEEP A RECORD

The rescue lands on Work Summary as soon as it is saved. Mark it paid or unpaid there the same day.

4

Record every late finish against your Standard

Daily

Where Scorecard · Standards and Events **Who** Manager or Dispatcher

WHY THIS STEP MATTERS

Nothing in Dispatch logs a late finish for you. Without this step the same drivers finish late every week and there is no record. An event against your own standard is fair and visible, and it counts in the score that decides next week's shifts.

HOW TO DO IT

1. Once: open Scorecard, then **Standards**, and click **+ New Standard**. Pick a **Category**, name it for late finishes, write the **Description** the driver will see, set Direction to **Negative**, set the points and **Per Unit** to **Event**, pair a coaching module, turn on **Auto Coach** and click **Save Standard**.
2. During the day, click **Late RTS** on On Road and note each driver with their planned and projected return. **Export** saves the visible board as a file if you want the list.
3. Check the cause with the driver or from your notes. Loading, area problems and extra stops you added are not the driver's fault.
4. Open Scorecard, then **Events**, and click **+ Log Manual Event**.
5. Pick the **Associate** and your late-finish **Standard**, keep **Negative**, set **Event Date** to the day it happened, write what was seen in **Description** and click **Save Event**.

WHAT TO CHECK

- The ledger row shows the source Manual, your initials and red points.
- The driver's coaching shows **Assigned** where the standard has a paired module.
- Only late finishes the driver controlled were logged.

Done when: Each late finish the driver controlled is an event on the ledger, with its cause written down.

IF SOMETHING IS WRONG

- The toast says pick an associate or pick a standard: a required field is empty.
- You logged the wrong driver or the wrong day: an Owner, Sub Admin or Manager voids it from the row menu with a reason. Voiding also cancels the coaching it started.
- The standard is inactive, so it scores nothing: turn it back on in Standards.
- **Auto Coach** will not switch on: pair a module first.

KEEP A RECORD

The event stays on the driver's record with who logged it, the date and what was seen.

5

Draft next week with late finishers ranked lower

Weekly

Where Scheduling · Auto Schedule **Who** Manager or Dispatcher

WHY THIS STEP MATTERS

If late drivers keep getting the same shifts, the late finishes repeat. Ranking by score moves the work to the drivers who finish on time, and the hours cap stops the week from planning overtime in the first place.

HOW TO DO IT

1. Open Scheduling, then **Auto Schedule**, and pick the week in **Target week**.
2. In Needs, set the headcount for each shift template and day.
3. In Rules, check **Rolling window** and **Max hours in window**. Under Ranking, keep **Ranking source** on **Scorecard net score** and pick the **Score window**.
4. Open Coverage review and compare needed with eligible for each day.
5. Click **Run Auto Schedule**. If a draft exists, keep manual shifts and swaps, then click **Run and replace**.
6. On Result, read the assignment log (Rank, Score, Tier, Hours after) and Skipped DAs.
7. Click **Send to Schedule**, then **Send**.

WHAT TO CHECK

- Drivers with recent late finishes appear lower in the log, or under Below cut in Skipped DAs.
- No driver's Hours after is over your cap.
- On Schedule, no driver's week hours show red.

Done when: The run is complete, drivers with late finishes sit lower in the assignment log, and the draft is live on Schedule.

IF SOMETHING IS WRONG

- The toast says the matrix is all zero: set the needed counts first.
- A Needs cell is amber: fewer drivers are eligible than you need. The run still fills what it can and shows the gaps.
- A late finish older than the score window no longer lowers the rank. Pick the window that matches how long a late finish should count.
- A driver excluded from runs was added by hand on Schedule and shows a soft warning: check that it was meant.

KEEP A RECORD

Every run keeps a snapshot of its settings and the reason for every driver it skipped.

8. The three numbers to watch

Read these numbers on the cadence in the rhythm table. Each one tells you whether the procedure is working.

NUMBER	WHAT IT TELLS YOU	ACT WHEN
Behind and late	How many drivers are behind pace, or will not be back by their planned return, right now.	The count grows after a send: call those drivers before you think about rescues.
Rescues out	How many rescues are running on the board today.	Rescues rise week on week: look at the check-ins and the causes before you add standby.
Hours against cap	Each driver's rolling hours on Schedule, amber near the cap and red over it.	A driver is amber midweek: do not add a shift or an on-call pickup that pushes them over.

9. Common mistakes

MISTAKE	WHY IT HURTS	DO THIS INSTEAD
Sending status once a day, or only when a driver calls.	By the time the problem shows, there is no time left to recover.	Send at fixed times through every shift.
Sending texts from an old import.	Drivers get old numbers and stop trusting the texts.	Import itineraries right before each send.

MISTAKE	WHY IT HURTS	DO THIS INSTEAD
Sending a rescue before calling the driver.	Two drivers are paid for one route, and the cause stays hidden.	Check in, call, then decide.
Using your strongest driver for every rescue.	Their days get longer and they drift into overtime.	Pick drivers who are done or on standby first.
Logging every late finish without checking the cause.	Drivers are marked down for loads and stops they did not control, and the record loses its meaning.	Log only the late finishes the driver controlled.
Turning the hours cap off to fill a busy week.	The draft books overtime that you then pay at payroll.	Keep the cap on and cover the gap with more drivers.

10. When to escalate

- The same driver is behind at every send for a week: the manager reviews the route with them or rides along, then coaches.
- The same route needs a rescue again and again: the manager checks the load, the stop order and whether the route is too big for one driver.
- A driver ignores check-ins or cannot be reached: the dispatcher tells the manager the same day.
- A draft cannot fill the week without going over the hours cap: the owner decides whether to add drivers instead of accepting overtime.

11. Printable checklists

Print this page and pin it where the work happens. Tick each line and initial it. Keep the sheet with the day's records.

During every shift

Date or week of: _____ Checked by: _____

TASK	DONE BY
☐ Itineraries imported before each send	
☐ Status sent at every fixed time	
☐ Behind and Late RTS drivers checked in	
☐ Each behind driver called and the reason noted	
☐ Rescues only after a check-in, meet-up texted	
☐ Rescues closed when done	

Every day

Date or week of: _____ Checked by: _____

TASK	DONE BY
☐ Late RTS drivers listed with planned and projected return	
☐ Cause checked for each late finish	
☐ Late finishes the driver controlled logged as events	
☐ Wrong events voided with a reason	

Every week

Date or week of: _____ Checked by: _____

TASK	DONE BY
☐ Hours cap and score window checked	
☐ Auto Schedule run and skipped reasons read	
☐ Late finishers ranked lower in the log	
☐ Draft sent to Schedule	
☐ No driver's week hours red on Schedule	

12. Terms used in this SOP

TERM	MEANING
Itineraries file	Amazon's export with stops, packages, pace, and planned and projected return times.
Route Status	The text that tells a driver their stops done, packages left and projected return time.
Behind Check-In	The text that tells a driver they are behind pace and asks if they need a rescue.
Behind	The driver's pace is below what they need to finish by the planned return time.
Late RTS	The driver will not be back by the planned return to station time.
Waved off	A row left out of the header send for the day.
Rescue	Another driver takes over part of a route that is behind.
Rescue Meet-Up	The pair of texts that tell both drivers where to meet, with each other's number.
Standard, Event	A standard is a rule you score drivers on. An event is one time it happened.
Net score	The sum of a driver's event points, used to rank them in Auto Schedule.
Score window	How many days of events count toward the ranking.
Hours cap	The most hours a driver can be scheduled inside the rolling window.

13. Related SOPs

- Increase profitability: ultimatedsp.com/knowledge/increase-profitability
- Overtime and compliance: ultimatedsp.com/knowledge/overtime-and-compliance
- Scheduling: ultimatedsp.com/knowledge/scheduling

About this SOP

Written by an Amazon DSP that runs these procedures every day, using the pages of Ultimate DSP. Amazon's program policies, your DSP agreement and the law come first: where they differ from this SOP, follow them. Page names and on-screen labels match Ultimate DSP as of September 2026. The latest version is online at ultimatedsp.com/knowledge/stop-overtime-early.